GOVERNMENT OF INDIA
POWER
LOK SABHA

UNSTARRED QUESTION NO:1002
ANSWERED ON:23.11.2007
CONSUMER REDRESSAL MECHANISM
Channappa Shri Kunnur Manjunath

Will the Minister of POWER be pleased to state:

(a) whether there is any consumer redressal mechanism for power sector at the Central level;

(b) if so, whether the Government has reviewed the same during the lat two years; and

(c) if so, the major grievances of the consumers settled in the power sector?

Answer

THE MINISTER OF POWER (SHRI SUSHILKUMAR SHINDE)

(a) to (c) : Section 173 of the Electricity Act, 2003 provides that nothing contained in the Act or any rule or regulation made there under shall have effect in so far as it is inconsistent with any other provisions, inter-alia, of the Consumer Protection Act, 1986. The National Consumer Dispute Redressal Commission (NCDRC) established at national level under the Consumers Protection Act is adjudicating the consumers complaints filed, inter-alia, against the Electricity Boards or Companies providing the electricity related services filed by aggrieved consumers when there is an allegation of any defect in the goods or deficiencies in the services rendered which include any unfair/restrictive trade practices adopted. So far (beginning from the year 1988), 1358 such cases have been filed before NCDRC in the form of Original Petitions, First Appeal (against the order of the State Commissions) and Revision Petitions, out of which 1077 cases have been disposed off.